

# OVERVIEW OF CIT SERVICES

## Accounts

All facets of CIT account management, including management, tracking & billing.

## Data Center/Mainframe Services

Application hosting -- secure, well-managed, central servers running Window, Unix, or OS/390.

## E-mail

Electronic mail services & support, including Central E-mail Services, E-mail Fax, Listserv, Domain Name Service (DNS).

## Help Desk

CIT's Technical Assistance & Support Center (TASC) 301-594-6248.

## Internet

Access and availability of services to the Internet including Mbone and remote access (PARACHUTE).

## Networks

CIT provides design, implementation, support and service for all facets of NIH connectivity, including cabling and network and LAN infrastructure support.



## Policy Guidance

Guidance with hardware & software buying, IT strategic planning, policy consultation.

## Scientific Computing

Support for the scientific community in the areas of statistical & mathematical software packages, sequencing databases, research database support and more.

## Security

Support and guidance in security issues including fire walls, virus detection and protection, Digital certificates, and ISSO.

## Software Development

Assistance and consultation in many areas of application design and development, including databases, web site design, support and hosting, electronic council & staff books.

## Software Licensing

Provides HHS wide site licensing through the Software Distribution Project.



## Telecommunications

NIH phone services are handled through CIT, including: ISDN, wireless services, voice mail, installation and repairs, pay phones, and video/audio conferencing.

## Training

CIT sponsors computer classes, seminars, and a self study library.

## UNIX

Support for scientific and database applications on UNIX systems, including EOS, ALW and Helix.

## User Groups

CIT sponsored groups that focus on particular support areas. These include:

- ( Biomedical Researchers Mac User Group (BRMUG);
- Knowledge Management Interest Group (KMIG);
- Molecular Modeling Interest Group (MMIG);
- Technical LAN Coordinators, (TLC);
- World Wide Web Interest Group (WIG)

For more information call CIT's  
Technical Assistance and  
Support Center (TASC)  
at 301-594-6248  
or log on to  
<http://CIT.NIH.GOV>

**The Center for Information Technology** (CIT) offers a full range of administrative and scientific IT services and support to the National Institutes of Health (NIH) and other federal agencies.

**CIT** provides centralized, world-class information technology to the NIH in support of its mission to uncover new knowledge about the prevention, detection, diagnosis and treatment of disease and disability.

**CIT** maintains a central role in IT management at NIH, and also directly supports cutting-edge biomedical research activities through its computational bioscience program.



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